

National Aeronautics and
Space Administration

George C. Marshall Space Flight Center
Marshall Space Flight Center, AL 35812



Reply to Attn of: DA01

MAY 1 1998

TO: Distribution

FROM: DA01/Carolyn S. Griner

SUBJECT: Minutes of the MSFC Quality Council Meeting

The MSFC Quality Council (MQC) met on Thursday, April 30, 1998. The meeting which began at 11:00 A.M., was held in building 4200, conference room P1 10. The roster of attendees for the meeting is attached as Enclosure 1. The presentation charts are included as Enclosure 2.

The ISO 9000 Management Representative called the meeting to order. Briefly, he recapped the purpose for the meeting was to provide a status to the MSFC Management Team prior to the upcoming NQA Surveillance Audit, scheduled for May 6-8, 1998. Due to the constraint for time, the only issue presented to the MQC was the status of the audit findings from the NQA ISO 9000 Registration Audit February 25-27, 1998.

For the Registration Audit in February, the Registrar, NQA, had a team of five members to perform the audit. A listing of the NQA Registration Audit Team and the ISO Element which they covered is included as page 2 of Enclosure 2. During the Registration Audit, NQA documented 13 Minor NCR's and 7 Observations. Subsequently, the ISO 9000 Implementation Team wrote an additional 6 NCR's to cover items of a generic nature which were considered at risk for a total of 26. The Audit Findings by Element are noted on page 3 of Enclosure 2. A complete listing of the 20 NQA Audit Findings is included as pages 4 and 5 of Enclosure 2.

At the present time, 6 findings have been closed. By Tuesday, May 5, 1998, the follow-up will be completed for 20 of the open remaining open NCR's. It is anticipated that 12 of the 20 open NCR's will be closed prior to the Surveillance Audit. The remaining open NCR's will be in work.

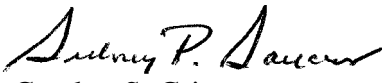
The NQA Surveillance Audit will be conducted by only one representative from NQA, Mr. Judge Lunt. The areas which he will be auditing are noted on page 7 of Enclosure 2. In addition, he will review the closure of the NCR's from the Assessment Audit.

SUMMARY (R.Schwinghamer/DA01

At the present time, the Implementation Team is reviewing the Scope for ISO 9000 Implementation for an update to define, more accurately, those organizations which are "in" and those which are "out" of scope. This issue will be an agenda item for a future MQC meeting.

It was noted that the documentation and data control system which has been developed for ISO 9000 Implementation has proven to be very effective. Considering this the Center Director noted that eventually there needs to be some method developed to "fold" the ISO Documentation System and the Center Documentation System together into a single system.

No other items for record were discussed at the meeting.


Carolyn S. Griner
Chairman
MSFC Quality Council

2 Enclosures

cc:

Council Members
Meeting Attendees

ISO 9000 MSFC QUALITY COUNCIL MEETING

April 30, 1998, Building 4200, Conference Room P110

11:00 -11:30 A.M.

MEETING ATTENDEES (Noted in BOLD Print)

<u>NAME</u>	<u>ORGANIZATION</u>		<u>PHONE</u>	<u>FAX</u>
Rick Bachtel*	RA01		544-7210	544-9614
Brenda Bailey	EL32	(ALT)	544-1889	544-7292
David Bates*	BC01		544-0052	544-3635
Steve Beale*	GP01		544-0257	544-3214
Jack Beasley	CR10	(ALT)	544-0630	544-8470
Jim Blanche	EB13	(MEM)	544-3707	544-0900
Van Blankenship	EP94	(ALT)	544-1 188	544-5533
Byron Butler	GP20	(MEM)	544-0253	544-4400
Linda Carpenter	CN21	AFGE	544-8236	544-5867
Mary Chamblee	RSSC	(MEM)	544-1342	544-4470
Sheila Cloud*	AA01		544-0120	544-5893
David Cockrell	MG01	(ALT)	544-1279	544-5848
Ernestine Cothran	ES01		544-0649	544-9243
Chris Crumbly	JA91	(ALT)	544-1583	544-5590
Wes Darbro	ES93	MESA	544-7742	544-2559
Charles Denniston	ED25	(MEM)	544-7248	544-8838
Tom Dollman	LA10	(MEM)	544-6568	544-8500
Jim Ellis	AA01		544-0721	544-5893
Lee Foster	ED31	(ALT)	544-1589	544-5874
Tim Garner	HE1	(MEM)	544-5292	544-4470
Carolyn Griner**	DD01		544-1914	544-7580
Amanda Harris**	CR01		544-2353	544-2053
David Harris	EP01	(MEM)	544-0057	544-3960
Michael Haynes	AB35	(MEM)	544-7933	544-8890
Brent Heard	HE1	(MEM)	544-6025	544-8615
Bill Hicks	cc01		544-0010	544-0258
Roslin Hicks	ES92	(MEM)	544-7795	544-7 128
Patsy Hoffman	GP24	(ALT)	544-7040	544-9080
John Howell	BC01	(MEM)	544-5219	544-5867
Gary Johnson	PS03	(ALT)	544-0636	544-5861
Joel Kearns*	MG01		544-5506	544-8369
Jim Kennedy	EA01		544-2656	544-5896
Ed Kiessling	CR10	(MEM)	544-742 1	544-2053
Arthur S. Kirkindall	MG01	(MEM)	544-7233	544-5892
Richard Lamb	EH52	(ALT)	544-1037	544-4307
Roy Malone	CR50	(MEM)	544-0506	544-9190
Dick Marmann*	JA01		544-1883	544-5590

* MSFC QUALITY COUNCIL MEMBER

** MQC MEMBER REQUIRED TO ATTEND THE COUNCIL MEETING

Gary McGriff	EL33	(MEM)	544-9097	544-7292
Darlene McQuay	BR20	AFGE(ALT)	544-O 123	544-5867
Alex McCool*	SA01		544-0718	544-2432
Don Miller	CR10	(ALT)	544-8361	544-4857
Hank Miller	EE11	(MEM)	544-9279	544-583 1
Ron Mize	CR20	(MEM)	544-2485	544-8101
Jan Monk	EE6 1	(ALT)	544-7 110	544-4103
Bill Mordan	E002	(ALT)	544-20 11	544-5685
Marc Osborne	TA11	(ALT)	544-2300	544-5858
Greg Parrish	EL62	(MEM)	544-3835	544-8029
John Pea	SA71	(MEM)	544-8437	544-5799
Terry Roberts	EB13	(ALT)	544-37 17	544-0900
Axel Roth*	PA01		544-045 1	544-7580
Mike Rudolphi	EE11	(ALT)	544-803 1	544-583 1
Sid Saucier**	DE01		544-0171	544-7920
R. J. Schwinghamer**	DA01		544-1001	544-7580
Pat Shultz	co20	(MEM)	544-7559	544-4809
Dennis Smith	RA01	(MEM)	544-9 119	544-4103
E. C. Smith	EB01		544-3279	544-8345
Sid Smith	HE1	(MEM)	544-5930	544-4470
Jeff Spencer	EE24	(MEM)	544-7498	544-7713
Jackie Steadman	JA01	(MEM)	544-1940	544-5590
William Taylor**	EA01	(MEM)	544-6614	544-5896
Don Thurman	PD01	(MEM)	544-1908	544-5861
Annette Tingle	CN31S	(MEM)	544-4522	544-8610
Caroline Wang	AI3 1	(ALT)	544-3887	544-6030
Danny Walker	BC01	(ALT)	544-0100	544-5867
G. R. Wallace	EL01		544-4359	544-4 13 1
Tereasa Washington*	cool		544-7491	544-6420
Richard Wegrich	EH43	(MEM)	544-2626	544-5786
Walt Whitacre	EP61	(ALT)	544-0047	544-3960
Ann Whitaker	EH01		544-248 1	544-5877
Fred Wills	ES92	(ALT)	544-2527	544-7 128
Fred Woj talik*	TA01		544-0647	544-5858
Warren Woods	E046	(MEM)	544-2275	544-5685
Greg Wright	TA21	(ALT)	544-0935	544-5858
R. G. Zagrodzky	EL02	(MEM)	544-3293	544-0242

* MSFC QUALITY COUNCIL MEMBER

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MSFC Quality Council Meeting

April 30, **1998**

Enclosure 2

Elements Reviewed by each Auditor

Auditor	Main Focus by ISO Element
Auditor #1 (Lead) Lee Bravner	1 - Management Responsibility 14 - Corrective And Preventive Action 16 - Control Of Quality Records 18 - Training
Auditor #2 Mark Stevens	4 - Design Control 11 - Inspection, Measuring & Test Equipment 14 - Corrective And Preventive Action 17 - Internal Quality Audits
Auditor #3 Jim Dozier	8 - Product Identification And Traceability 9 - Process Control 10 - Inspection And Testing 11 - Inspection, Measuring & Test Equipment 12 - Inspection And Test Status 15 - Handling, Stroage, Packaging, Preservation And Delivery
Auditor #4 Judge Lunt	3 - Contract Review 5 - Document And Data Control 6 - Purchasing 7 - Control Of Customer Supplied Product 13 - Control Of Nonconforming Products
Auditor #5 Frank Greico	4 - Design Control 20 - Statistical Techniques 11 - Inspection, Measuring & Test Equipment

NQA ISO Registration Audit Findings by Element

Element	Element Title	NQA Minor N/C	NQA Observation	MSFC Generic NCR's
4.1	Mgt. Responsibility	1	1	
4.3	Contract Review	1		1
4.4	Design Control	1	1	
4.5	Document and Data Control	1		
4.6	Purchasing	1		
4.10	Inspection & Testing	1		1
4.11	Metrology	3		3
4.13	Control of Non-Conforming Product	2		
4.16	Quality Records	1	1	1
4.17	Internal Audits		2	
4.18	Training	1	2	
Totals		13	7	6 = 26 Grand Total

AUDIT REPORT NUMBER 98/35812/A01



Ref NO.	Clause No.	NONCONFORMANCE AND OBSERVATIONS RAISED	NC	0
1	4.1	The review of the "required attendance" list defined in the charter for the Quality Council and required attendance listed on the distribution sheet "attachment 1" of the minutes for Jan. & Feb. 98 noted a discrepancy. (Corrected on the spot)	NC	
2	4.1	The minutes for the Quality Council Jan. and Feb. 98 were not completely clear about the status of action items.	O	
3	4.10	The engineering approval of deviations indicated for the pretest shock data for Enclosure Shock Qualification Test, TCP# SRB-QUAL-ED97-107 was not documented.	NC	
4	4.11	Evidence of out of calibration equipment found in Test Stand 500 (HP 5328A 2151A18002), employees and contractors do not have on-line access to category listing to verify calibration requirements.	NC	
5	4.11	Evidence of uncalibrated weights found in cabinet on test stand 115 provided and used by the customer. No segregation of customer owned test equipment.	NC	
6	4.11	Calibration areas have not kept up with traceability of equipment, equipment missing and not reported to calibration dept. Calibration department puts out a monthly list stating "Please annotate copy of this report to correct errors and return to the calibration facility (AB35, bldg 4650) or fax to 544-8892." This is not being followed at this time.	NC	
7	4.13	Items purchased under Purchase Order No. H28228D were verified at receiving inspection to have part number discrepancies. However, these discrepancies were not documented in accordance with procedure no. S&MA-CR30-QA-Y-001.	NC	
8	4.13	Filling out of Discrepancy Reports is not being done per procedure P13.1R/B, para. 6, 13, 14, 15, and 22. Some information is incomplete (i.e., revision levels) or missing entirely.	NC	
9	4.16	Review of procedure for Discrepancy Reports (DR) provided a retention time of a minimum of 3 years unless specified as other in a Quality or Program Plan. Review of records on file revealed that DR's records are being maintained on file for periods far in excess of three years and a plan was unavailable to waive requirement.	NC	
10	4.16	Consideration is not being given to "Archive Records" as part of requirements of Quality Records.	O	
11	4.17	Internal Audit checklist for Internal Software Audits does not contain elements or reference to the ISO 9000-3 guidance document.	O	
12	4.17	Based on review of round 2 audit findings and results, a clearer definition of requirements for follow-up activities and records needs to be defined.	O	
13	4.18	"Admin Star" system for training records not yet fully implemented.	O	

Signed for Company

Signed for NQA

AUDIT REPORT NUMBER 98/35812/A01



Ref NO.	Clause No.	NONCONFORMANCE AND OBSERVATIONS RAISED	NC	0
14	4.18	Many "administrative" errors and problems noted in the Safety training records for certification training. <ul style="list-style-type: none">• Missing signatures,• Incorrect dates• Wrong person signing	NC	
15	4.18	Review of ESD Awareness Training roster found multiple copies on file without adequate control of most current copy.	O	
16	4.3	The Changes/Status Log for External Task Agreements is on the Chief Engineer's computer data base but, it is not identified in any MSFC procedures.	NC	
17	4.4	EDAS Design iterations between the design engineer and vendor requires documented coordination of drawing/design changes. Currently the design engineer uses only verbal communication for design/drawing changes to and from the vendor.	NC	
18	4.41	Traceability missing in ECR's, could not tell what changes were associated with ECR- EB-SXI-97-01 also looked at 4 more ECR's and traceability back to SDR's were not possible without going back to department where corrected and going through team leaders records.	O	
19	4.5	The Repository Documentation procedure CN31-001R/A, page 5, para. 5, requires sampling surveillance's of class 1 documents on a monthly basis. There are no surveillance reports available for review as objective evidence and the procedure does not state how these surveillance's will be documents.	NC	
20	4.6	Contracts Specialist has created a form for Non Quality Assessments which is not formalized in any MSF C procedures.	NC	

Signed for Company

Signed for NQA

NQA ISO Registration Audit Findings


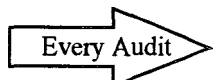

13 Minor NCRs and 7 Observations were issued by NQA as a result of the ISO Registration Audit.

Subsequently, we wrote 6 more NCRs to cover items of a generic nature which we considered at risk.

<u>NCRs</u>	<u>Status</u>
6	Closed
20	Follow-up will be completed by 5/05/98
12	Anticipate at least 12 of the 20 open NCR's will be closed prior to the Surveillance Audit.

Elements to be reviewed on Surveillance Audit on May 6th, 7th & 8th

- ◆ Audit will be performed by Judge Lunt
- ◆ He will be looking at:

-  Every Audit – 4.1 Management Responsibility
 - 4.7 Control of customer Supplied Product
-  Every Audit – 4.14 Corrective and Preventive Action
 - 4.16 Quality Records
-  Every Audit – 4.17 Internal Quality Audits
 - 4.18 Training
 - Closure of NCR's from the Assessment Audit